Enterprise Infrastructure & Personnel Assessment

CIO Council and AFSCME briefings
10/20/04

During the briefings held with both the CIO Council and IT-related employees on October 20 at the Wallace Building Auditorium, it was felt some explanation of terms and acronyms used in the presentation was needed. Below is the first draft of such a document:

AD & M = Application Development and Maintenance

CFO = Chief Financial Officer

COBIT = Control Objectives for IT

COO = Chief Operating Officer

CRM = Customer Relationship Management

CSF = Critical Success Factor

EAP = Enterprise Application Portfolio

EBA = Enterprise Business Architecture

EIA = Enterprise Information Architecture

EM Services = Entrepreneurial Management Services

EPfMO = Enterprise Portfolio Management Organization

ESP = External Service Provider

EWTA = Enterprise Wide Technology Architecture

GTB = Grow the Business. *An IT portfolio category*

ITIL = IT Infrastructure Library. *An approach to IT service management*

NOC = Network Operations Center

Process QA = Process Quality Assurance

RTB = Run the Business. *An IT portfolio category*

TTB = Transform the Business. *An IT portfolio category*